



CREATING AND DOCUMENTING A QUALITY MANAGEMENT SYSTEM Course Outline

November 9, 2004, Afternoon Session (1:00 pm to 5:00 pm)

What is a QMS? (handout)

The Pyramid of Documentation

Quality Manual Contents (handout)

Certification Scope, Quality Policy and Objectives (handouts)

* Students write these for an imaginary company

Contents of Quality Procedures (handout)

*Students write a procedure for Records Control System

Flow Charts (handout)

*Students create a flow chart for Records Control System

Work Instructions (handout)

Homework: Each student develops a Scope, Quality Policy, Quality Objectives, and a Procedure for one item mentioned in *The Standard Illustrations* (other than Records Control System) for their operation or a made-up operation.

November 10, 2004, Morning Session (8:00 am to 12:00)

Peer Review of Homework and discussion of findings

Review of QMS

Discuss Responsibility

*Class describes the organization of their company including an org. chart and description of responsibilities

Discuss the role of the Quality Manager

*Class identifies who in their organization is the QM and how that person functions (15 min.)

Discuss Communication within company

*Class review their organization's communication – determine 2 things that could be done today to improve communication

Most Likely Errors, explanation and discussion

November 10, 2004, Afternoon Open Discussion (1:00 pm to 5:00 pm)

Work with individuals on their questions/quality manual to provide pointers on improvement (open discussion for all participants).